

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
1	TX	817 4960555035	1FL	1FL	Individual -Business - Flat -without telephone - class of service	\$23 74	\$47.48	\$23 10	\$(0 64)	\$(1 28)
2	CA	925 4493425410	1MB	1MBLS	Measured Rate Business Service Line Sharing Basis	10 03	10 03	10 57	0 54	0 54
3	CA	925 5560662129	1MBLS	1MBLS	Measured Rate Business Service Line Sharing Basis	10.03	10 03	10 57	0 54	0 54
4	CA	408 2299784307	1MB	9PZBU	Federal Universal Service Fee	0.43	0 43	0 60	0 17	0 17
	CA	714 6661410316	1MB	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4493425410	1MB	9PZBU	Federal Universal Service Fee	0 43	1.72	0 60	0 17	0 68
	CA	925 4493826589	1MB	9PZBU	Federal Universal Service Fee	0 43	1 29	0.60	0 17	0 51
	CA	925 4608295731	1MB	9PZBU	Federal Universal Service Fee	0 43	0 86	0 60	0 17	0 34
	CA	925 4671742550	1MB	9PZBU	Federal Universal Service Fee	0 43	0 86	0 60	0 17	0 34
	CA	925 4680325455	1MB	9PZBU	Federal Universal Service Fee	0 43	1.29	0 60	0 17	0 51
	CA	925 8292185379	1MB	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 8332705360	1MB	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 8377361123	1MB	9PZBU	Federal Universal Service Fee	0 43	0.43	0 60	0 17	0 17
	CA	925 8551438841	1MB	9PZBU	Federal Universal Service Fee	0 43	0.43	0 60	0 17	0 17
	CA	925 9240950659	1MB	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
5	CA	925 5560662129	1MBLS	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	408 2299568140	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
	CA	510 8487574771	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	661 2966573376	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	714 7920851087	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	831 4251993825	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4621067925	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4626935044	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4680221952	1MBSL	9PZBU	Federal Universal Service Fee	0 43	1 72	0 60	0 17	0 68
	CA	925 4690316250	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4690649248	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4690744249	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 5563164799	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 6480719930	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 8337138582	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 9241975576	1MBSL	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
6	CA	925 2271391236	1ML	9PZBU	Federal Universal Service Fee	0 43	0 86	0 60	0 17	0 34
	CA	925 3718612947	1ML	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
	CA	925 4608590272	1ML	9PZBU	Federal Universal Service Fee	0 43	0 43	0 60	0 17	0 17
7	WI	262 9383040	E6KJX	9PZLX	Federal Universal Service Fee	0 10	3 90	0 11	0 01	0 39
8	IL	847 6710225	1B8	9ZR	Federal Access Charge	4 49	4 49	4 50	0 01	0 01

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
	IL	847 6710225	1B8	9ZR	Federal Access Charge	4 49	4 49	4.50	0 01	0 01
	IL	847 6710364	1B8	9ZR	Federal Access Charge	4 49	8 98	4 50	0.01	0 02
	IL	847 6710568	1B8	9ZR	Federal Access Charge	4 49	4.49	4 50	0 01	0 01
	IL	847 6711168	1B8	9ZR	Federal Access Charge	4 49	4 49	4 50	0 01	0.01
	IL	847 6711173	1B8	9ZR	Federal Access Charge	4.49	4 49	4 50	0.01	0.01
	IL	847 6711401	1B8	9ZR	Federal Access Charge	4 49	4.49	4 50	0 01	0.01
	IL	847 6711473	1B8	9ZR	Federal Access Charge	4 49	4.49	4.50	0 01	0 01
	IL	847 9280761	1B8	9ZR	Federal Access Charge	4 49	4 49	4 50	0 01	0 01
9	IL	847 2339726	ISO	9ZR	Federal Access Charge	4 49	13 47	4 50	0 01	0.03
10	IL	847 R160777	MZC	9ZR66	Federal Access Charge	22 45	22 45	22 50	0 05	0 05
11	IL	847 2339726	ISO	P2L	National ISDN Direct Line	23 92	71 76	16 73	(7 19)	(21 57)
12	OK	405 9730933642	BM5UA	PT8YX	End User – Line Port Charge -BRI ISDN PORT	1 73	1 73	1 59	(0.14)	(0 14)
13	CA	925 4685000600	25J5X	RXRA3	Primary Station Line	3 93	7 86	3 73	(0 20)	(0 40)
14	OK	405 9730933642	BM5UA	Z22	Digiline – Occasional User Plan – Basic Rate Interface	47.50	47 50	47 75	0 25	0.25
15	IL	847R160777	MZC	9PZLX	Federal Universal Service Fee	4.29	4 29	5 45	1.16	1 16
	WI	262R366020	MZC	9PZLX	Federal Universal Service Fee	5 14	30 84	6 29	1 15	6 90

Summary of Differences Noted in Local Exchange USOCs Billed to Section 272 Affiliates from SBC BOCs										
Sample Item Count	State	Billing Telephone Number	Class of Service	USOC	USOC Description	Rate per Bill	Total Amount Billed	Tariff Rate	Difference in Tariff Rate less Billed Rate	Difference in Total Amount Billed
	WI	414R098811	MZC	9PZLX	Federal Universal Service Fee	5 14	10 28	6 29	1 15	2 30
Total Amount Identified as Underbilled to Section 272 Affiliate						\$3 48				

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 1	
Successful Completion According to Customer Desired Due Date	
Definition:	
The percentage of orders completed on or before the customer desired due date.	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling 	
Business Rules:	
<p>This service category includes the N, T, and C Service Orders with Activity Codes of A and R. The orders counted will be the completed In Effect (IE) orders. Both channelized and non-channelized orders will be counted. Orders missed due to customer reasons will be included in the denominator and counted as a "made" in the numerator. The Miss Codes designated as customer misses in each as of 2001 are</p> <ul style="list-style-type: none"> • AIT – A, C, D, and I37, • PB – A, C, D, and I37, • SNET – A, C, D, and I37, and • SWBT – A, C, D, and I37. <p>Beginning 2001, all companies will count MFC A, C, and D as met. Effective 2002 retroactive to the beginning of 2001, all companies will count MFC I37 as met. Downstream technicians use this code when orders are met but paperwork has not processed.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXC's, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital. • DS1 – Defined as all DS1, T1, and ISDN Prime circuits • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 1	
Successful Completion According to Customer Desired Due Date	
<p> $\frac{[(\text{Completion Date less than or equal to the CDDD}) + (\text{Completion Date greater than CDDD when the miss code} = \text{customer})]}{[\text{Total IE N/T/C orders with Appropriate Activity Codes}]}$ </p> <p>If no CDDD, do not count</p> <p>If no ACNA, do not count</p>	<p>Monthly data will be generated quarterly by</p> <ol style="list-style-type: none"> 1 State 2. Entity Category 3 Product
Key Contacts:	
<p>Regulatory Results/Operational Reviews – Gary Hajda</p> <p>Industry Market Support – Eric Larsen</p> <p>Merger Compliance – Sherry Ramsey</p> <p>Federal Regulatory – Linda Yohe</p>	

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 2	
Time from BOC Promised Due Date to Circuit being placed In Service	
Definition:	
The percentage of orders placed in service by the due date and in each successive 24-hour period until 95% of orders are in service	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling 	
Business Rules:	
<p>This service category includes the N, T, and C Service Orders with Activity Codes of A and R. All completed In Effect (IE) orders will be counted, both channelized and non-channelized. Orders missed due to customer reasons will be included in the denominator and counted as "made" in the numerator. The Miss Codes designated as customer misses in each region as of 2001 are</p> <ul style="list-style-type: none"> • AIT – A, C, D and I37, • PB – A, C, D and I37, • SNET – A, C, D and I37, and • SWBT – A, C, D and I37 <p>Beginning 2001, all companies will count MFC A, C, and D as met. Effective 2002 retroactive to the beginning of 2001, all companies will count MFC I37 as met. Downstream technicians use this code when the order is met but paperwork has not processed. Results will be tracked for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1, T1, and ISDN Prime circuits • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. • Results will be reported by calendar days in AIT, SNET, and SWBT. PB will report results based on business days. Effective 04/01/01 AIT, 05/01/01 SNET, SWBT will report business days for standardization purposes. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 2	
Time from BOC Promised Due Date to Circuit being placed In Service	
<p>[Total IE N/T/C orders with the Appropriate Activity Codes with a (Completion Date less than or equal to the Due Date) or (a Completion Date greater than Due Date when missed for customer reasons)] (Counted as Day Zero)/ [Total IE N/T/C orders with the Appropriate Activity Codes] Add completed orders for each due date increment until 95% of the total is reached If no ACNA, do not count</p>	<p>Monthly data will be generated quarterly by.</p> <ol style="list-style-type: none"> 1 State 2. Entity Category 3 Product 4 DD and each 24-Hour Period thereafter
<p>Key Contacts:</p> <p>Regulatory Results/Operational Reviews – Gary Hajda Industry Market Support – Eric Larsen Merger Compliance – Sherry Ramsey Federal Regulatory – Linda Yohe</p>	

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 3	
Time to Firm Order Confirmation	
Definition:	
The percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved	
Exclusions:	
<ul style="list-style-type: none"> • Non DS0, DS1 and DS3 orders • All internal orders issued for billing projects • Unbundling • ASRs of D, K, and R • Specific requests to not provide a FOC 	
Business Rules:	
<p>This service category includes the percentage of all Access Service Request orders with activity codes of A- (add), M- (move), and C- (change) from date received to date confirmed within a 24-hour period until 95% is achieved. This percentage also includes any customer errors. NOTE: While switched access data is part of this service category, the data cannot be captured on the front-end in the products specified. On 03/01/03, we will begin receiving the data electronically. Effective 3rd quarter (July 1), 2002, all ASRs of D- (disconnects), K- (suppl, cancels), and R- (record changes) will be excluded. Meet Point circuits are not part of these results. Effective 10/1/2001, all internal orders issued for billing purposes will not be counted.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXC's, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1, T1, and ISDN Prime circuits • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
Total IE orders with a firm order confirmation / Total IE	Monthly data will be generated quarterly by:

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 3	
Time to Firm Order Confirmation	
orders Add firm order confirmations for each successive daily increment until 95% of the total is reached.	1 State
	2 Entity Category
	3 Product
If no ACNA, do not count	4 Received date and each 24 Hour Period thereafter
If no FOC specifically requested, do not count	
Key Contacts:	
Regulatory Results/Operational Reviews –Gary Hajda	
Quality M&P Process- Tammy R Larsen	
Industry Market Support – Eric Larsen	
Merger Compliance – Sherry Ramsey	
Federal Regulatory – Linda Yohe	

SBC Business Rules for Section 272 (e) (1) Performance Measurements Service Category 4	
Time from PIC Change Request to Implementation	
Definition:	
The percentage of complete and accurate PIC change requests implemented within each successive 6-hour period until 95% is achieved	
Exclusions:	
<ul style="list-style-type: none"> • PIC requests where there is no underlying access arrangement in the central office • PIC requests for lines that are PIC protected • PIC requests that are originated through service orders • PIC requests for lines that are not able to be PICed 	
Business Rules:	
<p>This service category includes PIC-only change requests from Long Distance providers that have established access service within the central office serving the line for which the request was intended. Only complete and accurate mechanized PIC requests for lines that can be PICed are counted. PIC protected lines are excluded from the measure. This measurement applies to each state in which SBC or an affiliate has received section 271 authorizations. The states and dates where SBC has received 271 authorization are</p> <ul style="list-style-type: none"> • Texas – July 10, 2000 • Kansas – Marcy 7, 2001 • Oklahoma – March 7, 2001 • Arkansas – November 26, 2001 • Missouri – December 7, 2001 • California – December 30, 2002 • Nevada – April 25, 2003 <p>Results will be tracked for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, Non-affiliates. All CICs within the 13-state territory have been classified into the 3 categories: 272, Other, and Non-affiliates. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXC's, CLEC's, ISPs, Paging companies and Wireless providers. The results will be tracked by CIC for Non-Affiliated providers.</p> <p>Effective 09/01, Texas can now be reported as a whole state instead of by the previous 3 entities of Dallas, Houston, and San Antonio.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers by CIC 	
Calculation:	Report Structure:
(Number of PIC requests where request date & time to completion date & time is within six hours)/(the total number of requests), divided into 6-hour intervals starting 0 hours to 5:59 hours	<p>The report will be generated monthly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. CIC
Key Contacts:	

SBC Business Rules for Section 272 (e) (1) Performance Measurements
Service Category 4

Time from PIC Change Request to Implementation

Regulatory Results/Operational Reviews – Gary Hajda

Quality M&P Process - Jon Rainey

Industry Market Support – Eric Larsen

Merger Compliance – Sherry Ramsey

Federal Regulatory – Linda Yohe

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 5	
Mean Time to Restore	
Definition:	
The percentage of circuits restored within each successive 1-hour period after the trouble is reported	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling • Channelized circuits- T1, T3, O • Non-CR trouble reports • Non-network troubles (IEC, CPE, INF) • Reports coded to TOK NTF 	
Business Rules:	
<p>This service category includes the Actual Duration on all non-channelized, customer reported, measured trouble reports cleared in each 1 hour period until 95% is attained. Trouble reports will be excluded if they are found to be CPE, problems outside the SBC network or within the IEC or CLEC provided facilities, or should have been classified as informational. Effective 2002, all states will use actual duration to further standardization initiatives within the SBC family.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1 and ISDN Prime circuits • DS3 – Defined as all DS3 and higher speed circuits. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
<p>$\frac{[\text{Total actual duration on non-channelized, CR, measured trouble reports cleared}]}{[\text{Total non-channelized, CR, measured trouble reports}]}$, for each 1-hour increment until 95% is reached.</p> <p>If no ACNA, do not count</p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product 4. 1-Hour Intervals
Key Contacts:	

SBC Business Rules for Section 272 (e) (1) Performance Measurements
Service Category 5

Mean Time to Restore

Regulatory Results/Operational Reviews – Gary Hajda

Industry Market Support – Eric Larsen

Merger Compliance – Sherry Ramsey

Federal Regulatory – Linda Yohe

SBC Business Rules for Section 272(e) (1) Performance Measurements
Service Category 6

Time to Restore PIC After Trouble Report

Definition:

The percentage of PIC troubles cleared within each successive 1-hour period until 95% is achieved

Exclusions:

- All categories of reports except category one (CD) and category two (CR) reports
- Trouble reports where trouble is not found in SBC Network
- Trouble reports that are not classified as Type Codes 260, 871, 885, 886, 872, 873, 874
- Subsequent Reports
- Trouble reports where the PIC and/or LPIC effective dates cannot be determined
- Trouble reports where the customer has no PIC or LPIC assigned

Business Rules:

This service category includes trouble reports that are reported to SBC by either the end-user customer or the LD provider where trouble was found in the SBC network and closed to disposition code 052X. The duration in hours from receipt of the trouble report until it is cleared will be used to calculate this measure. The trouble reports will have the following descriptions and type codes:

- Can't Call Long Distance (CCLD) – Type Code = 260
- PIC Verify or Repair – Type Code = 871, 885, 886, 872, 873, 874

This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:

- Texas – July 10, 2000
- Kansas – March 7, 2001
- Oklahoma – March 7, 2001
- Arkansas – November 26, 2001
- Missouri – December 7, 2001
- California – December 30, 2002
- Nevada – April 25, 2003

Trouble reports received after the date(s) above are included in this service category.

Results will be tracked for two entity categories:

- 1 SBC and Affiliates
- 2 Non-Affiliated long distance providers. Effective 1/03, 3 categories of reports will be tracked: 272 affiliates, other affiliates, and Non-affiliates.

The Other affiliates category includes the SBC affiliated companies providing long distance service (BOCs, data affiliates, Internet affiliates, and wireless companies). The 272 affiliates consist of the SBC Long Distance companies. Non-Affiliated long distance providers include IXC's, CLECs, ISPs, paging companies and wireless companies.

In addition, for each entity category above, results will be tracked for two subcategories:

- 1 IntraLATA long distance provider (LPIC)
- 2 InterLATA long distance provider (PIC)

The relevant entity and subcategory will be determined based on the PIC and/or LPIC designation that is present on the end-user account. When an account has both a PIC and LPIC assigned, then the associated trouble report will be

SBC Business Rules for Section 272 (e) (1) Performance Measurements Service Category 6	
<p>Time to Restore PIC After Trouble Report</p> <p>counted twice, once based on the PIC and once based on the LPIC If an account had an Affiliate PIC and a Non-Affiliate LPIC the trouble report would be included in both the PIC subcategory for Affiliates and the LPIC subcategory for Non-Affiliates</p> <p>If unable to determine the PIC or LPIC assignments that were relevant to the time period when a trouble ticket was open, then that trouble ticket will be excluded from the measure</p> <p>The information for PIC and LPIC is now available and retained in the ASKME databases as of 05/01</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Sub-Category <ul style="list-style-type: none"> • PIC (Inter-LATA Carrier) • LPIC (Intra-LATA Carrier) 	
Calculation:	Report Structure:
Total Reports cleared hourly/Total reports cleared, for each 1-hour increment until 95% is reached	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1 State 2 Entity Category (Affiliated/Non-Affiliated) 3. Entity Sub-Category (PIC/LPIC)
Key Contacts:	
<p>Regulatory Results/Operational Reviews – Gary Hajda</p> <p>Industry Market Support – Eric Larsen</p> <p>Merger Compliance – Sherry Ramsey</p> <p>Federal Regulatory – Linda Yohe</p>	

SBC Business Rules for Section 272 (e) (1) Performance Measurements	
Service Category 7	
Mean Time to Clear Network Trouble	
Definition:	
The average number of hours to clear network trouble	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling • Channelized circuits - T1 (DS3, T3, O are also not measured) • Non-CR trouble reports • Non-network troubles (IEC, CPE, INF) • Reports coded to TOK, NTF 	
Business Rules:	
<p>This service category includes the Actual Duration on all non-channelized, customer reported, measured trouble reports. The results will be measured in hours and decimal hours. Trouble reports will be excluded if they are found to be CPE, problems outside the SBC network or within the IEC or CLEC provided facilities, or should have been classified as informational. Effective 2002 all companies will report Actual duration to further standardization initiatives within the SBC family.</p> <p>Results will be reported for two entity categories: 1. SBC and affiliates and 2. Non-affiliated telecommunications providers. Effective 1/03, 3 categories of reports will be tracked: 272 affiliates, Other affiliates, and Non-affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non-affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies and Wireless providers.</p> <p>The results will be tracked by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital • DS1 – Defined as all DS1 and ISDN Prime circuits 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 	
Calculation:	Report Structure:
<p>$\frac{[\text{Total Actual Duration on all non-channelized, CR, measured trouble reports}]}{[\text{Total non-channelized, CR, measured trouble reports}]}$ <p>If no ACNA, do not count</p> </p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product
Key Contacts:	

SBC Business Rules for Section 272 (e) (1) Performance Measurements Service Category 7
Mean Time to Clear Network Trouble
Regulatory Results/Operational Reviews – Gary Hajda Industry Market Support – Eric Larsen Merger Compliance – Sherry Ramsey Federal Regulatory – Linda Yohe